

For Commission Use Only:

Case:

08-0243

OFFICIAL FILE **FORMAL COMPLAINT**
ILLINOIS COMMERCE COMMISSION
Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): STEVE A. BRENTUO

Against (Utility name): NICOR GAS CO.

As to (Reason for complaint) ASKING FOR RELIEF
DUE TO GAS LEAKAGE.

in BROADVIEW Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

2025 S 19TH AVE

The service address that I am complaining about is

SAME AS ABOVE

My home telephone is

708 498-4181

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

312 933-4692

My e-mail address is Sbrentuo@yahoo.com will accept documents by electronic means (e-mail) ☒ Yes ☐ No

(Full name of utility company) NICOR GAS CO. (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

200.150 & 200.170

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

1

Please clearly state what you want the Commission to do in this case:

2

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy **and** a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 03/25/08 Complainant's Signature: Steve Anarfi Brentuo
(Month, day, year)

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

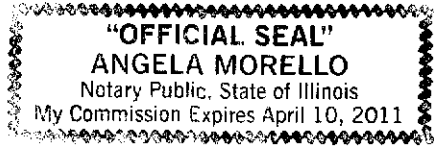
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Steve Anarfi Brentuo, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

X Steve Anarfi Brentuo
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 3/25/08

Angela Morello
Signature, Notary Public, Illinois

(NOTARY SEAL)

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

1. On 3/7/07 at 2:17pm, I called Nicor Gas to report a gas smell in my house. The company promised to send a technician within an hour but no one showed up.
2. I called Nicor Gas again on 9/6/2007 at about 6:30pm to report that I could still smell gas in the house but I was told that they sent someone to my house on 3/7/07 to take care of that problem and that the service technician's report indicates that it has been taken care of. I insisted that no one showed up and that the problem has not been solved. A technician was sent to my house on the same day (9/6/07) upon my insistence and he identified 4 leakages. He was able to fix 3 of them but said he would be back the following day to fix the last one. He did not show up the following day.

On 9/13/07, a technician was sent to my house to fix the final leakage. After finishing his work at my house, I told the technician I was still smelling gas in the house, but he told me it will take sometime for the odor to disappear entirely.

On 2/8/2008, I called to report a gas smell in my house and a service technician sent to my house to fix the problem. This technician was able to fix the problem and I have since smelt no gas in the house.

1. Eleven months of gas leakage – no matter how small the leakage might be is enough a wasted gas on my bill. I therefore believe I have been overbilled since Nicor Gas did not respond to the problem on time. I therefore want 50% of all bills paid by me over the time period – (3/7/07- 2/8/2008) refunded to me.
I also want Nicor Gas Company penalized as found fair by the ICC.
2. Besides, I therefore want a thorough inspection by a service technician at my unit done within the next 2 weeks. This is to make sure all pipes which have a tendency of leaking in the near future be replaced.
3. Furthermore I want Nicor Gas Company to give me a credit amount of \$2000(two thousand) dollars.
4. I finally want a letter of apology from Nicor Gas Company about the inconvenience it has put me and my family through.